WORK STATEMENT

In order to accomplish the objectives the following activities will be performed:

1. Review paperwork activities to identify and evaluate paperwork processes ("pipelines").

> An analysis will be made of each paperwork process to identify the point of data origin, methods of data entry, workloads and seasonal fluctuations, linear and parallel steps in processing, inputs from and outputs to other systems, typical time frames, controls, reviews and coordination, outputs, record forms and media.

> This effort will be based upon special sampling techniques, appropriate to problem definition, from the standpoint of total systems needs and interrelationships. These analyses and be used as starting points for survey techniques during later development of management improvements.

2. Review records accumulation, use, and retirement to identify and evaluate the data/information base and the systems utilized.

> Data become "information" through association, usually during the paperwork (manual or machine) process. Effective information management is one of the essential management tools. Reconnaissance indicators for records (people-readable and machine-readable) have been tested and are reliable. These include among others, frequency of use, random retrieval problems, quantity, location, indexing, permanency, integrity, relation to disposal program, media, access, etc.

3. Analyze basic forms and form letters to provide detailed procedural analysis.

> As a supplement to the paperwork process reconnaissance, key forms and form letters are reviewed in more detail to illuminate the sampling process. Also, typical indicators would be utilized: manner in which data are captured, recorded and transmitted, optimum form design and management techniques, optimum use of form letters and equivalents.

4. Review effectiveness of system integration. Analyze relationship of each process to the total systems involved, with special attention to interrelating and interfacing requirements.

> The overview principles which are applied in our type of reconnaissance focuses on the effectiveness of system integration and provides samples and examples which make for high quality problem definition. At the stage which adequate meaningful sampling has been completed, the problems of system integration are explored.

5. Analyze essential reporting activities with regard to timeliness, effectiveness of source materials, responsiveness to managerial needs, and costs.

> In our reconnaissance-in-depth concepts, report analysis follows upon the total system evaluation and forms review. Problem definition in this critical area becomes most feasible after the steps described above.

6. Review work planning and distribution systems.

> Methods and techniques for controlling, scheduling and assigning work for accomplishment are analyzed. Effectiveness in meeting fluctuations in workload, assuring productivity, utilizing skills, and maintaining access to information are emphasized in the process of problem definition.

7. Develop recommendations, as a synthesis of the preceding steps.

> Recommendations would cover problem definition, alternative strategies towards solutions, and methods of achieving operational and cost benefits likely to accrue from the alternative strategies.

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